

Complaint about childcare provision

Ref: EY276326/6330210

Date: 5 May 2026

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 12 March 2026, we received concerns that the provider was not meeting requirements relating to whistleblowing, suitable people, supervision of staff and staff: child ratios.

On 30 April 2026, we carried out a regulatory visit. We found the provider was meeting the requirements but not the requirement relating to toilet and intimate hygiene. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 14 May 2026:

- leaders should ensure that children's privacy is considered when toileting

We will monitor the provider's response to ensure the action is successfully completed.

On 11 May 2026, the provider responded to the action set. We found that the provider had made changes to the environment and improved their knowledge of promoting children's privacy when toileting. We are satisfied the provider has met the toilet and intimate hygiene action raised.

The provider is still registered with Ofsted.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints on our website for a period of five years.

For further information about the complaints process please view the [Concerns and](#)

complaints about childminders and childcare providers leaflet.